

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Uh... Yes, sir. I just got an email, uh, saying something about activate my Benefits in a Card, uh, account or something, and I don't have a clue what that's about. Okay. Uh... So, Benefits in a Card, we're a plan administrator for health insurance benefits for staffing companies. Um, do you work with a staffing company? Yes, I do. Okay. I don't know what the hell... And- S- sorry. Uh... You're fine. Uh, what staffing company do you work with? HG Staffing in Manchester, Tennessee. Okay. And then your first... Uh, sorry. The last four of your social? 3396. And then your first and last name? Courtney Nichols. C-O-R-T-A-N-I. Okay. Ms. Nichols, could you verify your address and date of birth, please? Uh... 1240 Oakdale Street, Lot 1, Manchester, Tennessee 37355, and my birthday, 4-27-84. Thank you. Phone on file of 931-273-5432? Yes, sir. Okay... I think I might know what this could be about. Um... The email that you received- Mm-hmm. ... that said to activate your account- Yes, sir. ... does, uh, does it have a link to a site for a virtual care portal? Uh... I don't think so, but I'd like... I just got confused when I got the email 'cause I knew that they had given that option, and I don't know if that goes along with the insurance I signed up for or what. So, that's why I'm calling 'cause I- I don't- Yeah. ... know. Yes, it does. Sorry. Um... The medical plan that you selected does include a virtual urgent care, uh, benefit as well. Um... Oh! I believe what happened is that it previously was, um, through a third party, but is now in-house, um- Oh, okay. ... entirely. So, uh... So- Mm-hmm. ... that, that might be why you received the email just now, uh, because it's- Okay. ... because it's now a different portal that you have to create an account for to be able to use that benefit. Oh! Oh, okay. All right. Well, thank you for your help. Sorry to have bothered you with something so simple. No, it's perfectly fine. I understand the confusion. Uh, was there anything else? Yeah. No, sir, that's it. Thank you. And I hope you have a good night. Same to you, ma'am. Thanks for calling. All right. Bye now. B- bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Uh... Yes, sir. I just got an email, uh, saying something about activate my Benefits in a Card, uh, account or something, and I don't have a clue what that's about.

Speaker speaker_1: Okay. Uh... So, Benefits in a Card, we're a plan administrator for health insurance benefits for staffing companies. Um, do you work with a staffing company?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't know what the hell...

Speaker speaker_1: And-

Speaker speaker_2: S- sorry.

Speaker speaker_1: Uh... You're fine. Uh, what staffing company do you work with?

Speaker speaker_2: HG Staffing in Manchester, Tennessee.

Speaker speaker_1: Okay. And then your first... Uh, sorry. The last four of your social?

Speaker speaker_2: 3396.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Courtney Nichols. C-O-R-T-A-N-I.

Speaker speaker_1: Okay. Ms. Nichols, could you verify your address and date of birth, please?

Speaker speaker_2: Uh... 1240 Oakdale Street, Lot 1, Manchester, Tennessee 37355, and my birthday, 4-27-84.

Speaker speaker_1: Thank you. Phone on file of 931-273-5432?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay... I think I might know what this could be about. Um... The email that you received-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that said to activate your account-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: ... does, uh, does it have a link to a site for a virtual care portal?

Speaker speaker_2: Uh... I don't think so, but I'd like... I just got confused when I got the email 'cause I knew that they had given that option, and I don't know if that goes along with the insurance I signed up for or what. So, that's why I'm calling 'cause I- I don't-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... know.

Speaker speaker_1: Yes, it does.

Speaker speaker_2: Sorry.

Speaker speaker_1: Um... The medical plan that you selected does include a virtual urgent care, uh, benefit as well. Um...

Speaker speaker_2: Oh!

Speaker speaker_1: I believe what happened is that it previously was, um, through a third party, but is now in-house, um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... entirely. So, uh... So-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that, that might be why you received the email just now, uh, because it's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... because it's now a different portal that you have to create an account for to be able to use that benefit.

Speaker speaker_2: Oh! Oh, okay. All right. Well, thank you for your help. Sorry to have bothered you with something so simple.

Speaker speaker_1: No, it's perfectly fine. I understand the confusion. Uh, was there anything else?

Speaker speaker_2: Yeah. No, sir, that's it. Thank you. And I hope you have a good night.

Speaker speaker_1: Same to you, ma'am. Thanks for calling.

Speaker speaker_2: All right.

Speaker speaker_1: Bye now.

Speaker speaker_2: B- bye.